real The global leader in Internet media delivery

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2000 PRESS RELEASES

REALNETWORKS LAUNCHES REAL ENTERTAINMNT CENTER

Revolutionary Suite of Three New Applications Delivers the First Digital Entertainment Center for Internet Media

Best-of Breed Products Deliver Most Choice for Consumers

SEATTLE, May 22, 2000 — RealNetworks®, Inc. (Nasdaq: RNWK) today announced Real Entertainment Center, an integrated suite of three new leading Internet media products — RealPlayer® 8, RealJukebox™ 2, and RealDownload™ 4 ® available in one download package from Real.com™. Real Entertainment Center also includes eight new and improved media services that bring the best media content from the Real.com Web site to the desktop, connecting consumers to the programming they want. Real Entertainment Center extends RealNetworks' leadership in Internet media, providing consumers the best media experiences on the Internet and gives consumers unmatched choice in how, when and where they experience Internet media.

Real Entertainment Center is the only software that enables consumers to discover, acquire, manage, and play nearly all types of audio and video content on the Internet. It supports the broadest range of media formats, digital rights management technologies (DRMs), portable music devices, portable storage devices, and Internet standards, enabling users to choose exactly how and where they want to experience digital media. With playback support for more than 90% of downloadable and streaming media, Real Entertainment Center is compatible with nearly twice as much content as any other media software. Real Entertainment Center is immediately available for free download at www.real.com.

Real Entertainment Center's breakthrough technology offers a wide range of new advancements, including:

* The Internet's best quality audio with support for streaming or downloadable RealAudio®, RealVideo®, MP3, and nearly 40 other digital media formats;

* More convenient, reliable downloads with built-in download management technology;

* An enhanced user interface that combines unparalleled ease of use with powerful media management and customization;

*

EXHIBIT 3

Expanded, built-in, easy access to Internet media programming from thousands of content providers in music, film, sports, entertainment and news worldwide;

* The ability for consumers to choose which music format they prefer when recording music CDs to their PCs, providing the ultimate control over their personal media collections.

"With the introduction of the Real Entertainment Center, we are providing consumers with the greatest degree of choice, content and flexibility in Internet digital media delivery and management," said Tom Frank, COO of RealNetworks, Inc. "Our commitment to enabling people to have a rich media experience is embodied in the high quality, integrated Real Entertainment Center — and it's why we continue to extend our industry leading position."

COMPONENTS OF REAL ENTERTAINMENT CENTER REPRESENT "BEST OF BREED"
The three major components of Real Entertainment Center all have enhanced features that combine to provide the best media experience.

RealPlayer 8 Delivers Highest Quality Media, Easy Access to Content
RealPlayer 8 provides superior audio and video quality combined with unmatched tools to find and customize media content — all in a single player. RealPlayer 8 is the latest version of the award-winning streaming media player, now with more than 125 million unique registered users. In addition to the new features available across the Real Entertainment Center, new features in RealPlayer 8 include:

* Real.com Media Guide, now built in to RealPlayer 8, provides seamless navigation to the best audio and video content on the Web.

* Enhanced Real.com Message Service enables users to subscribe to more than 20 free desktop notification services that alert users when breaking news or entertainment programs are available for immediate playback including sports play of the day, weekly music features by genre, and music download of the day.

Complete information on the new features in RealPlayer 8 can be found at www.real.com/player/features/.

RealJukebox 2 Delivers More Fun and Deep Music Information with Easy to Use Interface
RealJukebox, with over 34 million unique registered users, is the market-leading digital media jukebox software that enables users to easily record their personal CD collections to a PC hard disk, find and download Internet music, manage their personal music collections on their PCs, and take music on the go. RealJukebox 2 provides a next generation digital music experience with new features such as:

* New Web-like interface makes RealJukebox easier to navigate and manage your growing personal music collection.

* Integrated online Artist Guide that displays album art, artist biographies & discographies, related links to popular music sites and recommendations for similar artists.

* Enhanced skins with a wide range of new capabilities including

displaying video, album art, lyrics, live Web pages and additional online-artist information.

* AutoPlaylist lets users easily create customized mixes for hours of music enjoyment.

* Support for CD burning to create custom music CDs and print CD art and lyrics to create professional-looking CD covers.

* CrossFade, which automatically mixes songs together to give you a continuous music experience not possible with CD players.

* New Real.com Music Download Guide provides daily genre-based recommendations of music downloads from major labels, independent labels and many up-and-coming artists.

* RealJukebox now supports more than 10 leading digital media formats and DRMs, including: MP3, RealAudio, Liquid Audio, MJuice, WAV audio, Windows Media Audio (download only), AT&T's a2b music, SMIL, Flash and RealVideo.

Complete information on the new features in RealJukebox 2 can be found at www.real.com/jukebox/features/.

RealDownload 4 Makes Downloading More Reliable and Convenient
RealDownload 4, based on the industry-leading Netzip Download Demon technology acquired by RealNetworks in January 2000, greatly simplifies Internet media acquisition by ensuring that downloads are reliable, convenient, and fun. RealDownload 4 includes the following capabilities:

* Auto-reconnect ensures reliability by automatically resuming downloads if interrupted.

* Pause and Resume controls allow the user to stop and re-start downloads with no loss of data.

* Users can manage several downloads at once and quickly see the status of downloads and time to completion. RealDownload also lets users schedule downloads at their convenience.

* The InfoWindow lets users play games, view Real.com Guide, or receive information about other downloads while they're downloading.

* Consumers can choose from more than 80 different file types for RealDownload to manage.

Complete information on the new features in RealDownload 4 can be found at www.real.com/download/features/.

NEW INTEGRATED REAL ENTERTAINMENT CENTER CAPABILITIES
Real Entertainment Center also has many integrated capabilities including:

* RealVisualizations in RealPlayer and RealJukebox enhance the user's media experience with unique entertaining "dancing lights" and animations that change based on audio frequency and volume.

* Real.com Radio Tuner provides users with instant access to over 2,500 online radio stations, more than any other media application.

Users can customize their preset stations and have them just one click away.

* Real.com Media Search enables users to quickly search the Internet for content of interest directly within RealPlayer and RealJukebox. New contextual search capabilities enable users to automatically seek to specific sections of media clips.

* IQfx2 from QSound provides stunning 3D stereo effects and improved bass response, for richer, more dramatic sound.

* New third-party plug-in products – 2xAV from Enounce, Inc. and DFX from Power Technologies – build upon the Real Entertainment Center, enabling users to change audio playback speeds and restore lost dynamics.

ABOUT REALNETWORKS
RealNetworks, Inc., based in Seattle, is the recognized leader in media delivery on the Internet. It develops and markets software products and services designed to enable users of personal computers and consumer electronic devices to send and receive audio, video and other multimedia services using the Web. Consumers can access and experience audio/video programming and download RealNetworks consumer software on the Internet at http://www.real.com. RealNetworks' systems and corporate information is located on the Internet at http://www.realnetworks.com.

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